

IN THE
UNITED STATES PATENT AND TRADEMARK OFFICE

Inventor(s): Michael HARVILLE, et al.

Confirmation No.:

Application No.: 10/698,196

Examiner:

Filing Date: 10/30/03

Group Art Unit:

Title: SERVICE MANAGEMENT USING MULTIPLE SERVICE LOCATION MANAGERS

Commissioner for Patents
PO Box 1450
Alexandria, VA 22313-1450

TRANSMITTAL LETTER FOR RESPONSE/AMENDMENT

Sir:

Transmitted herewith is/are the following in the above-identified application:

- (X) Response/Amendment () Petition to extend time to respond
(X) New fee as calculated below () Supplemental Declaration
() No additional fee (Address envelope to "Mail Stop Non-Fee Amendment")
() Other: (fee \$)

CLAIMS AS AMENDED BY OTHER THAN A SMALL ENTITY						
(1) FOR	(2) CLAIMS REMAINING AFTER AMENDMENT	(3) NUMBER EXTRA	(4) HIGHEST NUMBER PREVIOUSLY PAID FOR	(5) PRESENT EXTRA	(6) RATE	(7) ADDITIONAL FEES
TOTAL CLAIMS	40	MINUS	37	= 3	X \$18	\$ 54
INDEP. CLAIMS	2	MINUS	3	= 0	X \$86	\$ 0
[] FIRST PRESENTATION OF A MULTIPLE DEPENDENT CLAIM					+ \$290	\$ 0
EXTENSION FEE	1ST MONTH \$110.00	2ND MONTH \$420.00	3RD MONTH \$950.00	4TH MONTH \$1480.00		\$ 0
OTHER FEES						\$
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT						\$ 54

Charge \$ 54 to Deposit Account 08-2025. At any time during the pendency of this application, please charge any fees required or credit any overpayment to Deposit Account 08-2025 pursuant to 37 CFR 1.25. Additionally please charge any fees to Deposit Account 08-2025 under 37 CFR 1.16 through 1.21 inclusive, and any other sections in Title 37 of the Code of Federal Regulations that may regulate fees. A duplicate copy of this sheet is enclosed.

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, Alexandria, VA 22313-1450.

Date of Deposit: 03/18/04

Typed Name: Desiree Caldwell

Signature: *Desiree Caldwell*

Respectfully submitted,

Michael HARVILLE, et al.

By *[Signature]*

John P. Wagner, Jr.

Attorney/Agent for Applicant(s)
Reg. No. 35,398

Date: 03/18/04



200313240-1

Patent Application

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

HARVILLE et al.

Application No.: 10/698,196

Filing Date: October 30, 2003

For: Service Management Using
Multiple Service Location
Managers

Examiner:

Art Unit:

PRELIMINARY AMENDMENT

Commissioner of Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

Please amend the above captioned application as follows and consider the following remarks. Applicants respectfully assert that no new matter has been added as a result of this Preliminary Amendment.

03/24/2004 FMEYK11 00000088 082025 10698196

01 FC:1202 54.00 DA